



U.S. Court of Appeals for the Fourth Circuit

Office of the Clerk

Position Announcement 18-01

POSITION: Information Technology Support Specialist

LOCATION: Fourth Circuit Clerk's Office, Richmond, Virginia

SALARY/CLASSIFICATION LEVEL: \$49,480-\$80,399 (CL 27)

CLOSING DATE: Apply by November 10, 2017 – open until filled

ABOUT THE COURT

The United States Court of Appeals for the Fourth Circuit is one of twelve regional appellate courts within the federal judicial system. The court hears appeals from the nine federal district courts in Maryland, Virginia, West Virginia, North Carolina, and South Carolina and from federal administrative agencies. The court's headquarters are in Richmond, Virginia. For more information about the Fourth Circuit Court of Appeals, please visit: <http://www.ca4.uscourts.gov>.

POSITION OVERVIEW

The Information Technology Support Specialist is a member of the court's IT team and reports to the User Support and Training Manager. This position serves as the custodial officer for the IT equipment for multiple court units. This position also provides hardware and software technical support to users at all levels of the organization. Representative duties include:

- Test and troubleshoot new technology prior to deployment in court environments. Ensure that established hardware, software and security standards are implemented. Configure devices and systems for proper operation using available software and hardware.
 - Analyze, isolate and solve complex hardware and software problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
 - Provide guidance and orientation for non-technical staff on technology techniques, applications, and hardware usage. Develop procedural guidelines and high-level instructional documentation, as needed for end users.
 - Recommend, install, configure, and provide technical support for complex administrative and operations specific national applications.
 - Advise the court in areas of technology support, requirements, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation.
 - Serve as custodial officer for multiple court units. Maintain inventory database of all IT equipment for multiple court units. Enter new equipment into inventory management database and update records regularly. Ensure property passes are completed for all loaned out equipment and care taker forms are completed at least annually for all equipment assigned to users. Complete bi-annual sighting of all equipment in storage. Coordinate with IT staff when needed to assist in inventory duties of infrastructure equipment located in computer rooms and data closets. Provide inventory data to Systems Manager to assist with purchase planning. Report local court IT inventory in accordance with local policy. Coordinate with Disposal Officer on the disposal of IT equipment. Understand and follow all *Guide to Judiciary Policy* requirements related to IT equipment inventory and internal control procedures.
 - Maintain software inventory and current software version listing.
 - Coordinate warranty repair and replacement of IT equipment with vendors and IT staff.
 - Overnight travel to locations within the circuit required occasionally.
 - Other tasks as assigned.
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QUALIFICATION REQUIREMENTS

A college degree in Information Technology management or related field is preferred. Two years of specialized experience is required. Specialized experience consists of progressively responsible IT experience at the CL-25 level that included PC maintenance and repair, hardware and software troubleshooting, and resolution of technical issues.

Knowledge of Windows operating systems, Microsoft Office, Adobe Acrobat, and standard office computer hardware are required. Experience with inventory management, data entry and complex database are preferred. Excellent customer service skills, flexibility, and strong problem resolution skills are essential. Excellent written, oral, and interpersonal communication skills are required, with an exceptional ability to communicate technical concepts to non-technical staff.

The ideal candidate will possess exceptional organization, time management, and logic skills while having the ability to work independently and in a team setting.

EMPLOYEE BENEFITS

Vacation time accrues at a rate of 13 days per year the first three years and increases with tenure. Sick days accrue at a rate of 13 days per year. Ten paid holidays are provided annually. A variety of employer-subsidized federal health insurance plans are available. Dental and vision coverage, life insurance, and long-term care insurance are available. A flexible spending account program is provided. Employees participate in both the Federal Employees Retirement System (FERS) and the Thrift Savings Plan (similar to a 401(k) plan, with employer matching). The court offers a mass transit subsidy (budget dependent).

CONDITIONS OF EMPLOYMENT

Applicants must be citizens of the United States or be eligible to work in the United States and receive compensation. Appointment to the position is provisional pending a suitability determination by the Court, based on the results of a background check. Employees of the federal judiciary serve under “Excepted Appointments,” and are thus at-will employees who serve at the pleasure of the Court. Employees are required to use Electronic Funds Transfer (EFT) for payroll deposits.

The Court does not provide reimbursement for interview-related travel expenses or any relocation costs incurred by the successful applicant. The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown; any of these actions may occur without any prior notice.

APPLICATION PROCEDURE

To apply, please submit (1) a **cover letter** detailing your qualifications and experience as they relate to the requirements of the position and (2) a **resume** that includes the name, title, and contact information of three professional references. An **AO78–Application for Employment**, which is available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>, will be required from candidates who are scheduled for an interview.

Completed applications should be emailed to: 4cca-vacancy@ca4.uscourts.gov, with a subject line referencing “Job Announcement 18-01.” Applications should be received by November 10, 2017, to receive full consideration.

The United States Court of Appeals for the Fourth Circuit is an Equal Opportunity Employer.